

QUESTIONS ASKED REGARDING BILL INSERT

A. Office building questions:

1. Is the office closing? **No, the office is not closing.**
2. Can I still come into the office? **Yes, the office is open Mon-Fri, 8-5pm, except posted holidays.**
3. Will the drive thru still be open? **Yes, the drive thru is open Mon-Fri, 8-5pm, except posted holidays.**
4. Can I use the after-hours drop box in the drive thru? **Yes, that will continue to be available 24hrs a day, 7 days a week.**

B. Payment questions:

1. Will I still be receiving a bill? **Yes, bills will continue to go out on the last working day of the month.**
2. Are you going to start charging extra for paper billing? **No, the only thing changing is we will no longer be providing return envelopes with your bill.**
3. Can I still mail my bill into the office? **Yes, please continue to mail in your payments if that is your preference.**
4. Can I use my own envelopes? **Yes, please use your own envelopes when mailing in your payment.**

C. Payment option questions:

1. Do I have to change how I pay my bill? **No, you may continue making payments as you have always done. Please see below, under "Payment option questions", if you would like other options.**
2. What if I don't have a computer? **You do not have to make any changes and may continue making payments as you have always done. Please see below, under "Payment option questions", if you would like other options.**
3. Am I required to go on Auto Pay? **No, you do not have to make any changes and may continue making payments as you have always done. Please see below, under "Payment option questions", if you would like other options.**
4. What are my payment options? **Listed below are all the payment options available. You can choose whichever works best for you.**
 - a. **Mail: You can still mail your payments using your own envelopes**
 - b. **Utility Billing Office (City Complex building):**
 - i. **You can call the office and make a payment over the phone via debit or credit card**
 - ii. **You can come into the lobby to make your payment**
 - iii. **You can come through the drive thru and give us your payment**
 - iv. **You can leave your payment in the drive thru drop box**
 - c. **Drop Boxes: You can drop off your payment at any of the drop box locations listed below**
 - i. **City Complex drop box by the drive-up window**
 - ii. **Edwards Right Price Market: drop box by the cash registers**
 - iii. **Wal-Mart: drop box by the customer service area**
 - d. **Online: Sign up through Xpress Pay at www.xpressbillpay.com**
 - e. **Auto-Pay: You may sign up for automatic payment from your checking account. Please visit or call the Utility Billing Department at the City Complex building for more information.**